



City of Chelsea  
Office of the Treasurer/Collector  
City Hall, 500 Broadway  
Chelsea, Massachusetts 02150

Robert B. Bottrice  
Treasurer & Collector  
Phone: (617) 466-4240  
Fax: (617) 466-4249

Customer Service Inquiry Form

Call Received By: \_\_\_\_\_

Account #: \_\_\_\_\_ Date: \_\_\_\_\_

Property Location: \_\_\_\_\_

Name: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Type:    R/E    P/P    Excise    Parking    Water/Sewer    Trash    Other

Issue: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

For Head Clerk Use Only:

Routed to Mgr. Of Customer Service & Collections      Date: \_\_\_\_\_  
Screen Print attached: Yes/No

For Mgr. Of Customer Service & Collections Use Only:

Routed to Mgr. Of Treasury      Date: \_\_\_\_\_  
Routed to Mgr. Of Central Billing & Research      Date: \_\_\_\_\_

Date Resolved & Returned to Head Clerk: \_\_\_\_\_

Customer Advised In Person: \_\_\_\_\_ Via phone: \_\_\_\_\_ or Letter \_\_\_\_\_

Resolution:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Head Clerk Response Date Via Phone: \_\_\_\_\_